SC CUSTOMER INFORMATION ADVISORY GROUP
MEETING SUMMARY
July 25, 2001

Agenda Items

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)
- SCIP Training and Rollout (Centeno)

Action Items

Status of Previous Action Items	Status
Present a three-year trend analysis of calls to the SCSC at the next CIAG meeting. (Baker)	Completed.
Discuss options for SCIP user testing at next CIAG meeting. (Centeno)	Completed. (See discussion below.)
Provide completed FY02-06 Strategic Plan package to CIAG members, including adding Program Direction for FY06. (Griffin)	Completed. Griffin provided final materials and will seek IM Board approval of the Plan.
Provide an update on the cost estimate for outsourcing a 10,000 page scanning request once scanning specifications are provided by the individual who made the request. (Kruse)	Completed. The cost estimate was 15 cents/page for a total of $1500 (compared to the $15,000 it would cost to purchase the scanner). The user (Millman) has agreed to outsource the job.
Provide an update on the agreement between SC-30 and SC-65 on the use of ESNET to provide streaming video-teleconferencing. (Griffin)	An update was provided. Griffin will meet with Seweryniak on 7/27/01 to discuss next steps.
Check into EIM system's capability to automatically assign the author's name to a new document, rather than allowing a default to the "Office of Science." (Hughes/Yonder)	Completed. The author's name can be assigned, either by updating the personal settings on a one time basis or by changing the authoring information when checking in a document.

New Action Items from July 25, 2001 CIAG Meeting	Assigned To
Provide a schedule for the Windows 2000 rollout by Program Office.	Baker
Inform the CIAG of the OA's choice of SCIP rollout options.	Hughes/Centeno

Additional Discussion

Support Center Items

Brent Baker presented a 3-year trend graph showing call center incidents/tickets by month as well as the Outlook User List. In response to a question, he reiterated that users would receive a reminder when their mail store reached 400 megs and would not be able to send or receive e-mail when it reached 450 megs. SCSC routinely works with users who are about to reach the upper limit.

SC Intranet Portal (SCIP) User Testing

Kathi Centeno presented two alternate testing plans for rollout of the Intranet Portal and its associated components. She also summarized the results of her meeting with Greg Dilworth and Dean Oyler regarding their expectations (i.e., data integrity must be maintained, there must not be any negative impact on EWM, and testing with be done with copies of live data, not with the live data itself). The CIAG expressed some preference for rollout in two phases, the first covering only the portal itself and Calendar and Scheduling. However, the CIAG members recognized that the OAs would like to have the Query and Reporting capability as soon as possible, so they deferred to the OAs on a decision as to which rollout option to choose. Gene Hughes said he would let the CIAG know the results of the 7/26/01 OA meeting by e-mail.

Other Items

In response to a question from Caryle Miller, Ted Griffin summarized the results of previous discussions, noting that requests must be supported by a justification and AD/OD signature. Neither SCSC nor the CIAG will second guess the AD/OD request at this point. However, SC-65 will report to the CIAG on any issues related to Palm Pilot requests (including requests for upgraded versions) as part of Griffin's reporting on IM procurement actions.

Proposed 8/1/01 Meeting Agenda

- Review of Previous Action Items (Rice)
- Support Center Items (Baker)

Meeting Attendees

Name		Organization	Contact Information
Burris-Co-Chair	**Peggy**	**SC-1 & 5**	**6-7265**
Rice–Exec. Sec	**Pat**	**SC-65**	**3-4556**
Afzal	Shahida	SC-50 (ESMT)	3-4941
Baker	Brent	SC-65	3-2345
Black	Lisa	SC-65	3-1310
Centeno	Kathi	SC-65	3-5472
Corcoran	Joanna	SC-72	3-6488
Forsythe	Todd	SC-65	3-6409
Griffin	Ted	SC-65	3-4602
Hanlin	Cathy	SC-23	3-1965
Hiegel	Jane	SC-31	3-5800
Hughes	Gene	SC-65	3-5409
Jernigan	Lori	SC-64	3-5212
Lynott	Michael	SC-65	3-7643
Miller	Caryle	SC-82	3-8434
Oyler	Dean	SC-22	3-6394